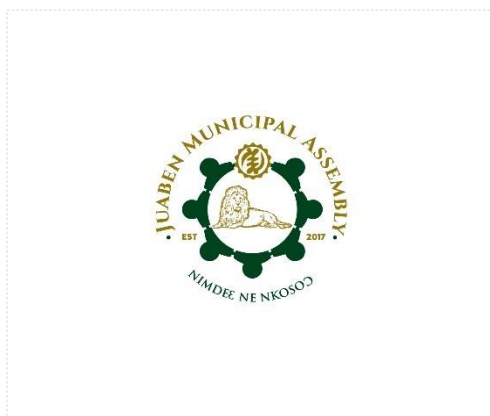




Government of Ghana

Right to Information Manual

Jauben Municipal Assembly ([JMA](#))

2026

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of Manual – To inform/assist the public on the organizational structure, responsibilities and activities of the [Juaben Municipal Assembly \(JMA\)](#) and provide the types of information and classes of information available at [JMA](#) including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Juaben Municipal Assembly (JMA)

This section describes the institution's vision and mission and lists the names of all Directorates and Departments under the institution, including the description of organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

A model municipal that ensures judicious utilization of mobilized resources through good governance practice and quality service delivery

MISSION

We exist to enhance the quality of the life of the people in the municipality through the promotion of local economic growth and provision of high standard social services in partnership with stakeholders

Directorates, Departments and Unit under Juaben Municipal Assembly (JMA)

1. Central Administration
2. Works Department
3. Social Welfare and Community Development Department
4. Physical Planning Department
5. Human Resource Department
6. Finance Department
7. Agriculture Department
8. Statistics Department
9. Education
10. Health
11. Information Services Department

Responsibilities of the Institution:

- **Participation**
- **Transparency Professionalism Efficiency**
- **Accountability**
- **Client Focus**

2.1 Description of Activities of each Directorate and Department

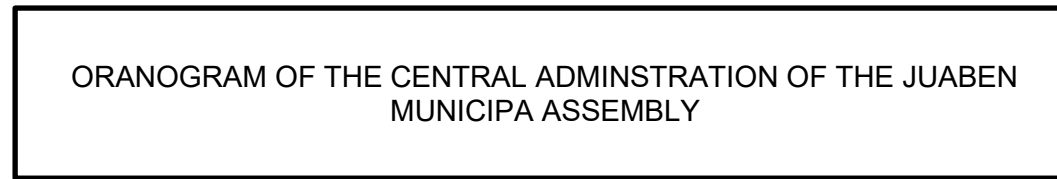
Directorate/Department/Unit	Responsibilities/Activities
Central Administration	✓ Responsible for the provision of support services, effective and efficient general administration and organization of the District Assembly ✓ The Department coordinates the general administrative functions, development planning and management functions, budgeting functions and rating functions, human resource planning and labour development of the District Assembly
Works Department	✓ We assist the assembly to formulate policies on works within the framework of the community ✓ To assist in establishing and specifying the programs of action necessary for the implementation of physical plans ✓ Advise the assembly on matters relating to works in the assembly
Social Welfare and Community Development Department	✓ Inspection of residential homes within the assembly ✓ Inspection of day care centers within the assembly ✓ Handling of child abuse cases ✓ Handling of community debar on child protection
Physical Planning Department	✓ Site inspection and compilation of documents for technical sub-committee meeting ✓ Community engagement on land use within the assembly ✓ Monitors economic activities and infrastructural development in the municipal ✓ Plans and initiate structured research programs for economic development planning purposes

Human Resource Department	✓ Ensure the welfare of workers ✓ Ensure the development of the capabilities, skills and knowledge of staff. ✓ Conduct disciplinary actions ✓ Maintain employee records
Finance Department	✓ Prepare financial reports at specific periods for the assembly ✓ Ensure access at all reasonable times to files, documents and other records within the assembly ✓ Facilitate the disbursement of legitimate and authorized funds ✓ Keeps, renders and publishes statements on Public Accounts ✓ Make provision for financial services to all departments within the assembly ✓ Keep receipts of all documents
Agricultural Department	✓ Improved growth in incomes in the community ✓ Increased competitiveness and enhanced integration into domestic and international markets ✓ Assists in the formulation and implementation of agricultural policy for the District Assembly within the framework of national policies. ✓ Advise the District Assembly on matters related to agricultural development in the district. ✓ Science and technology applied in food and agriculture development
Statistics Department	✓ Generates the data requirements of the District Assembly on all departments for planning activities of the District Assembly ✓ Monitors statistical enquiries/surveys within the Assembly ✓ Disseminates and publishes statistical data based on guideline developed by the Ghana Statistical Service ✓ Advises Assembly on all matters relating to statistics

Information Services Department	✓ Responsible for receiving and processing applications for information and producing the information within the procedures and periods as prescribed by law. ✓ Planning and conducting press conferences to announce major development or responses to problems. ✓ Responsible for creating a positive public image for the assembly.
Education	Responsible for pre-school, special school, basic education, development or organization and library services at the district level. The Department • Encourages, reports on implementation of policies and matters relating to basic education in accordance with reporting format provided by the Minister • Advises on the appointment of Head teachers • Facilitates the appointment, discipline, posting and transfer of teachers in pre-schools, basic schools and special schools in the district. • Facilitates the supervision of pre-school, primary and junior high schools in the district. • Advises the District Assembly on matters relating to preschool, primary, junior high schools in the district and other matters that may be referred to by the District Assembly • Advice on the construction, maintenance and management of public schools and libraries in the district. • Advises on the approval of the opening of private pre-schools, primary and junior high schools.
Health	• Advice on the construction and rehabilitation of clinics and health centers • Assists in the operation and maintenance of all health facilities under the jurisdiction of the regional and District coordinating council. • Assists to undertake health education and family immunization and nutrition programmed • Facilitates diseases control and prevention
Internal Audit Unit	The internal audit unit ensures that financial, managerial and operating information provided internally and externally is accurate, reliable and timely

	and complies with the laws, policies, plans, standards and procedures.
Budget Unit	Allocate the budget financial resources efficiently, effectively and rationally to departments and units. Implement the annual budget, in conjunction with the finance department of the assembly.
Procurement Unit	The unit provides strategic direction for the achievement of the overall objective of the procurement function in the assembly. The procurement unit is responsible for ensuring that all government non-pay spends are in accordance with relevant legislations
Revenue Unit	✓ Daily cash takings (Market tolls and lorry park tolls) ✓ Revenue database (property rates and license) ✓ Cash receipt by collectors
Records Unit	✓ Developing and implementing policy and procedures to ensure adequate and proper documentation of assembly activities and appropriate recordkeeping requirements
MIS Unit	✓ Update of the Assembly's website ✓ Assist/Advice on the acquisition of IT related equipment ✓ Troubleshoot and management of the Assembly's IT equipment

2.2 Juaben Municipal Assembly Organogram



2.3 AGENCIES UNDER Juaben Municipal Assembly (MMDA's)

Agencies under Juaben Municipal Assembly	
1. National Service Scheme 2. Birth and Dearth Registry 3. National Disaster Management Organization 4. National Identification Authority 5. National Youth Authority 6. Bureau of National Investigation 7. National Commission for Civic Education 8. Information Services Department 9. National Health Insurance Scheme (NHIS) 10. Judicial Service 11. Ghana National Fire Service 12. Ghana National Ambulance Service 13. Ghana Police Service 14. Electoral Commission 15. Commission On Human Rights and Administrative Justice (CHRAJ)	

National Service Scheme (NSS)	
Responsibilities of the Agency: To develop the potentials of young people and create opportunities for them to deliver quality services to the disadvantaged	Details of Activities: Deploy graduates to accredited institutions across the assembly both public and private.

Birth and Dearth Registry	
Responsibilities of the Agency: To provide accurate, timely and reliable information on all births and deaths accruing within the assembly	Details of Activities: ✓ Storage and management of births and deaths records/registers. ✓ Legalization of registered births and deaths.

National Disaster Management Organization (NADMO)	
Responsibilities of the Agency: Strengthening emergency response systems for handling natural and man-made disasters. Empowering communities at risk to disasters.	Details of Activities: • Public education on disasters • Clean up exercise • Tree planting

1. National Identification Authority (NIA)	
Responsibilities of the Agency: It is mandated to register all Ghanaians and legally and permanently resident foreign national's six years and above under the national identification system.	Details of Activities: • Issuing Ghana card to citizens • Promoting the use of national identity card in order to advance economic, political and social activities in the country • Updates of personal records • Replacement of damaged and lost cards.

National Youth Authority (NYA)	
Responsibilities of the Agency: Develop the creative potential of the youth. Develop a dynamic and disciplined youth imbued with spirit of nationalism, patriotism and a sense of propriety and civic responsibility.	Details of Activities: • Gender mainstreaming • Entrepreneur development • Youth and employment • Youth empowerment

Bureau of National Investigation (NIB)	
Responsibilities of the Agency: Intelligence officers gather data, information and analyze it to develop a picture or understanding of a person or issue	Details of Activities: • Drug Trafficking • Piracy • Financial Crime

National Commission for Civic Education (NCCE)	
Responsibilities of the Agency: The commission is mandated to create and sustain awareness of constitutional democracy for the achievement of political, economic and social stability through civic education.	Details of Activities: • Education on the constitution of Ghana • Education on fundamental human rights and freedoms • Sensitization on tax compliance to augment government revenue mobilization drive.

	• Community and school-based engagements on child marriage, labour, trafficking and prostitution. • Zone engagements on constitution review • Sensitize citizens on peaceful coexistence and national cohesion.
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Information Services Department (ISD)	
Responsibilities of the Agency: The Department creates awareness of the policies of the Government and the Assembly through sensitization and facilitates the processing of access to information.	Details of Activities: • Create awareness of Government policies, programs and activities. • Educate the public on the need to register businesses within the district. • Improve transparency and access to information in the district.

Judicial Service	
Responsibilities of the Agency: Responsible for the day-to-day administration of all courts in the district.	Details of Activities: • Ensure the efficient and speedy disposal of cases at all courts. • Ensure efficiency and speedy delivery of justice by prosecuting offenders in the district.

Ghana National Fire Service	
Responsibilities of the Agency: Provides an efficient and valued fire and rescue service to meet statutory requirement.	Details of Activities: • Organize Public fire programmes to create and sustain awareness of the hazards of fire and heighten the role of the individual in the prevention of fire. • Inspect and offer technical advice on fire extinguishers. • Co-ordinate and advice on the training of personnel in firefighting departments of institutions in the country. • Provide Technical advice for building plans in respect of machinery and structural layouts to facilitate escape from fire, rescue operations and fire management.

Commission On Human Rights and Administrative Justice (CHRAJ)	
Responsibilities of the Agency: The commission serves as a National Human Rights institution, the public ombudsman (Administrative Justice) and an Anti-Corruption agency and ethics office for the public sector. To investigate complaints concerning practices and actions by private enterprises and other institutions where those complaints allege violation of fundamental rights and freedom under this constitution	Details of Activities: • To investigate complaints of violations of fundamental rights and freedom, injustice, corruption, abuse of power and unfair treatment of any person by a public officer in the exercise of his official duties. • The commission exist to enhance the scale of good governance, democracy, integrity, peace and social development by promoting, protecting and enforcing fundamental human rights and freedoms and administrative justice for all persons in Ghana. • The commission ensures that human rights and human dignity are respected, power is accountable and governance is transparent.

National Ambulance Service	
Responsibilities of the Agency: Provide prompt pre-hospital emergency medical care and safe transportation for patients during medical emergencies such as accidents, sudden illness to appropriate health facilities.	Details of Activities: • Responding to emergency calls and dispatching ambulances to accidents scenes, homes and public places. • Providing first aid and pre-hospital care. • Transporting patients safely to hospitals and health facilities. • Monitoring patient's vital signs during transport. • Recording and reporting emergency cases for official and medical purposes.

Ghana Police Service	
Responsibilities of the Agency: Prevent and detect crime, apprehend offenders and maintain public order and safety of persons and properties	Details of Activities: • Investigation of crime • Patrol/Checks • Protection

Electoral Commission	
Responsibilities of the Agency: To promote public confidence in the democratic process and ensure its integrity by overseeing elections in the district.	Details of Activities: • Develop and implement guidelines for the conduct of elections • Demarcate electoral boundaries for election purposes. • Ensure the compilation, revision and expansion of the voters register • Conduct and supervise all public elections and referenda • Conduct and supervise elections for statutory and non-statutory bodies.

	• Develop and implement gender and disability programmes.
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2.4 Classes and Types of Information

List of various classes of information in the custody of the institution:
• Revenue Annual Performance Report • Organizational Structure • JMA Maps • Town plans
Types of Information Accessible at a fee:
1.

3. Procedure in Applying and Processing Requests

Section 18 of the RTI Act provides specific guidelines for application for access to information kept by a public institution. It is thus important that request for information be made in accordance with provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the Juaben Municipal Assembly. To requests for information under the RTI Act from the Juaben Municipal Assembly, applicants are to follow these basic procedures:

3.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of Juaben Municipal Assembly must be made in writing, using the standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). A copy of the form can be downloaded or completed and submitted electronically on the Juaben Municipal Assembly's official website or the Ministry of Information website.
- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.
- c. Provision of identification

The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:

 - Driver's License.
 - Passport.
 - National ID.
 - Voter's ID.
- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *“the request was read to the applicant in the language the applicant understand and the applicant appeared to have understood the content of the request.”*
 - The applicant must then make a thumbprint or mark on the request.

3.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If the requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicants should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23) (6). The notice should state:

- Whether or not full access to the requested information will be granted or only a part can be given and the reason.

- The format and mode of the access.
 - The expected publication or submission day of the information in the case of a deferred access.
 - The prescribed fee (s.24).
- b. The Information Officer can request an extension to the deadline if:
- Information requested is voluminous.
 - It is necessary to search through a large number of records.
 - The information has to be gathered from more than one source.
 - Consultation with someone outside the institution is required.
- c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.
- d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.
- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

4. Amendment of Personal Record

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

4.1 How to apply for an Amendment

- a. The application should be in writing indicating.
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution identify the applicant.
 - The incorrect, misleading, incomplete or the out-of-date information in the record.
 - Signature of the applicant.
- b. For incomplete information claimed or out-of-date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.
- e. A statutory declaration must be attached.

5. Fees and Charges for Access to Information

The Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, the information officer may request a reasonable transcription cost. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2), fees are not payable for:

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

6. Appendix A: Standard RTI Request Form

[Reference No.:]

APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989)



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual ☐ Organization/Institution ☐		
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification: ☐ National ID Card ☐ Passport ☐ Voter's ID ☐ Driver's License			
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			

10.	Manner of Access:	☐ Inspection of Information ☐ Copy of Information ☐ Viewing / Listen ☐ Written Transcript ☐ Translated (specify language)
10 (a).	Form of Access:	☐ Hard copy ☐ Electronic copy ☐ Braille
11.	Contact Details:	☐ Email Address _____ ☐ Postal Address _____ ☐ Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i>	

7. Appendix B: Contact Details of JMA's Information Unit

Name of Information/Designated Officer:

Prince Agyei-Mensah

Telephone/Mobile number of Information Unit:

0242909174

Postal Address of the institution:

P.O Box PMB Juaben, Ashanti

8. Appendix C: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the manual. List the acronyms in alphabetical order using the table below.

Table 1 Acronyms

Acronym	Literal Translation
RTI	Right to Information
MDA	Ministries, Departments and Agencies
s.	Section
MMDAs	Metropolitan, Municipal and District Assemblies
JMA	Juaben Municipal Assembly
NHIS	National Health Insurance Scheme
ISD	Information Services Department
NCCE	National Commission for Civic Education
NADMO	National Domestic Management Organization

9. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

Term	Definition
Access	<i>Right to Information</i>
Access to information	<i>Right to obtain information from public institutions</i>
Contact details	<i>Information by which an applicant and an Information Officer may be contacted</i>
Court	<i>A court of competent jurisdiction</i>
Designated officer	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
Exempt information	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
Function	<i>Powers and duties</i>
Government	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
Information	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
Information officer	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
Public	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
Public institution	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
Right to information	<i>The right assigned to access information</i>
Section	<i>Different parts of the RTI Act</i>